

Message: New Database issues**New Database issues**

From Carrie Hoelscher
To Kraft, Emily
Cc
Journal Emily.kraft@oa.mo.gov
Recipients

Date Tuesday, January 24, 2017 7:47 AM

 [image001.jpg](#) (4 Kb HTML)  [image002.png](#) (7 Kb HTML)

Good Morning Emily,

Regina at Thrive is having troubles entering new users into the new database. She sent me the below message:

"Every time I click "new user", it says my 30 min session has timed out and to re-log in. In fact, that message is coming up with anything I am trying to click on I have logged out and logged back in several times and keep getting the same message."

Any suggestions?

Thanks for your help...again!

Carrie

Carrie Hoelscher

A2A Program Manager



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